(b) the number of telephones discon nected during the last two years;

(c) how many telephones were discon- line ground and how many account of the excess billing by the telephone authorities or despite the payment made by the subscribers during the same period; and

(d) what remedial measures Govern ment propose to take to remove the hardship of the telephone subscibers?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA): (a) The number of complaints received against excess telephone bills during the last two years is as under:

Ye-r	No. of CompI i
1983-84	1,07
1984-85	80,879

(b) The number of times telephones were disconnected for nonpayment of teI\>hone bills during the last two years is furnished below:

Year	No. oTtinv-cls | disconnected
1983-84	5:77-833
1984-85	6,24,95}

Most of the telephones have been re-connected on clearance of dues.

(c) Generally, telephones are discon nected for non-payment of telephone bills with reference to the facts available with, the Department. Thus all disconnec tions are mainly on genuine grounds only. Stray cases of disconnection des pite payment also occur due to clerical errors or non receipt of particulars of payment from the collection centres. The number of such cases is being certained from the units and will be placed on the table of the House as early as possible.

(d) Alt the field units will be advised re-iterating the existing instructions on the subject:

1. to ensure accuracy of bills.

2. to see that no disconnections despite payment are made;

3. subscribers are allowed the facility of split up bills under the rules wherever requested.

4. to handle the excess billing complaints as expeditiously as possible.

Pest ofliet- in Prashant Vihar, Delhi

2669. SHRI SYED AHMAD HASH-MI: Will the Minister of COMMUNICATIONS be .pleased to state:

(a) whether it is a fact that there is. no Post Office in Prashant Vihar, a DDA colony in Delhi North District;

(b) whether Government have rec ved representations from the Welfare sociation of residents of this colony and the area councillors of th; civic bodies for ing of a sub Post Office in Prashant Vihar; and

I if so, what action has been tai or is proposed to be taken by Government for the opening of a sub Post Office in the above colony?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHAV (a) Yes, Sir.

Sir.

(c) The proposal has been considered. According to the prescribed departmental norms, in urban areas, A. pot office should be financially self-supporting. In the present case, it has been estimated that the proposed post office will not be self-supporting. Further, there are already 3 post offices, namely, Haidar-pur, Badli and Samaipur within a dis tance of 1 Km . 1.5 Km and 3 Kms respectively from Prashant Vihar. As there is no sufficient justification, no post office is being opened in the said Colony.